Document

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webloyalty.com

What is this Charge?/Who are you?:

> **Rep:**
> Thank you for calling <RR, SDR, TVP or CS) my name is (name), how can I help you?

> **Situation: Caller is asking "what is this charge?" or "who are you?"**

> **Rep:**
> I can help you with that. What I can do is pull up the information and give you a brief description of what that charge represents and then you can let me know what you would like to do. May I please have your last name and zip code?

> **Rep:** (once you have located the account)
> For security purposes so that I can confirm I am speaking to the proper member, could you please verify your street address (ask for email address if no street address)

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Rep: (once the caller confirms street/email address)
It appears that you or someone in your household joined {{service}} through a special rewards promotion as a result of a transaction with {{client}}.

Do not pause – Immediately move to service description

Rep: (choose the service which applies to the caller's account)

RR –Reservation Rewards is a service powered by Entertainment where you can print discount coupons for dining, shopping, and attractions as well as protect yourself with our 24 hour Road & Tow Protection and much more.
SDR – Shopper Discounts and Rewards is a service where you can earn cash back at hundreds of top retailers with our Online Shopping Savings as well as protect your purchases with our Best Price Guarantee, Extended Warranty, Credit Card Protection and much more.
TVP – Travel Values Plus is a service that offers you up to 50% savings on Hotels Reservations as well as Road & Tow Protection, Car Rental Discounts and more.

Do not pause

If cut off at any point

This special reward included access to these benefits as well as a <Premium>. Now we can do one of two things, I can send you an email with your password and a link to our site so you can look for yourself or, I can cancel the membership for you now.

I apologize for any inconvenience we do try to make our offer as clear as possible. We had a <premium> offered on <client> which was a thank you for trying our membership. Now I can do one of two things, I can send you an email with your password and a link to our site so you can look for yourself or, I can cancel the membership for you now.

Note:
If the member is still asking for further clarification as to how we received their information, attempt to recap the premium/cash back which was offered as listed above to the right. If the member still needs further clarification use the appropriate COF or NCOF response verbatim as listed on the Customer Service Intranet.

Situation: Member wants to cancel

Possible responses from the caller after you provide the option:

Yes I want this cancelled, but I also want a refund.

Please just cancel my membership.

Rep:
I understand what you are saying, so let me start by cancelling the membership…

Rep:
I can appreciate what you are saying; let me get this cancelled…

Do not pause

Rep:
Rep: I show that your last charge took place on <date> and effective immediately you will no longer be charged. You can continue to access the site and use your <service> benefits through the current month's term, which ends on <end of term date>. I will be sending you an email with a reference number to confirm this cancellation and that you will no longer be billed. Can you please confirm your <read domain out loud>. Thank you, is there anything else I can help you with?

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Situation:
- **The caller cuts you off and questions the final charge.**
- **Requests a refund at any point for no specific amount once you have started reading the stop bill script above.**

Rep:
I can do that for you. I was stopping all future billings so you would not be billed again however, I will process a refund in the amount of <$ fee> for the fee billed on <date last fee was billed> and your access to the site and benefits will end today. Your refund will show on your statement within the next 3-5 business days. <If you were unable to confirm their email address or tell them that you will send them an email, please do so here> Thank you, is there anything else I can help you with?

Situation:
- **The caller cuts you off and questions multiple charges**
- **Requests a refund at any point for a specific amount once you have started reading the stop bill script above.**

Rep:
That is not a problem. I can appreciate what you are saying and I will go ahead and process that for you. You will receive a refund of <$$$> that will appear on your statement within the next 3-5 business days. Your access to the site and benefits will end today. <If you were unable to confirm their email address or tell them that you will send them an email, please do so here> Thank you, is there anything else I can help you with?

Possible situations after you ask if there is anything else you can help them with:
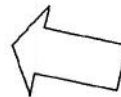
Caller:
No thank you

Rep:
Thank you for calling (RR, SDR or TVP), have a good day!

Caller:
Still complaining about the offer or asking if/when they will be getting a refund

Rep:
Recap what you have done:
- Cancelled
- Issued a refund
- Sent an email etc

Is there anything else I can help you with?

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I want to cancel my membership: (If no exception ALWAYS use stop bill)

> **Rep:**
> Thank you for calling <RR, SDR, TVP or CS) my name is (name), how can I help you?

> **Situation: Caller is requesting a cancellation – No reason provided**

> **Rep:**
> I can help you with that. What I can do is pull up the information and process your cancel immediately. May I please have your last name and zip code?

> **Rep:** (once you have located the account)
> For security purposes so that I can confirm I am speaking to the proper member, could you please verify your street address (ask for email address if no street address)

> **Rep: (once the caller confirms street/email address)**
> While I am processing your cancel and to better improve our service may I ask why you wish to discontinue your membership?

> **Possible situations after you ask the caller why they are cancelling**

> **Caller:**
> Is not aware of the service or how it got started.

> **Caller:**
> Is not using the service or does not want it

> **Action:** Offer to explain by using the **What is this charge? script.**

> **Action:** Begin to cancel by using the appropriate **stop bill** or **cancel** scripts as needed.

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